

**SC CUSTOMER INFORMATION ADVISORY GROUP
MEETING SUMMARY
AUGUST 29, 2001**

Agenda Items

- ?? Web Communications (Borchelt)
- ?? Review of Previous Action Items (Rice)
- ?? Support Center Items (Baker)
- ?? Update on Operating Plan (Griffin)
- ?? SC Intranet Portal Update (Centeno)

Action Items

Previous Action Items	Status
Schedule meeting to discuss coordination and dissemination of information and guidance for SC Webmasters at next CIAG meeting. (Rice/Burris/Borchelt)	Completed.
During the W2K conversion process, ensure that the process requires SC-65 to provide customers with the QuikGuide and explain the use of "Ctrl Alt Del" as well as how to change the timing of the screen-saver so that the screen does not lock too frequently. (Baker)	Completed. Information will be provided when new box is installed.
Investigate whether the execution of the anti-virus program can be changed back to Wednesday noon or another convenient time. (Currently, it is set to run on Saturday, which causes a slowdown on Monday morning.) (Baker)	Completed. Execution of the anti-virus program has been rescheduled to Wednesdays.
Check on the customer impact of reconfiguring printers (e.g., should drivers automatically be reinstalled; should customers call SCSC as needed; should an e-mail message be sent to users explaining what to expect, etc.) (Baker)	Completed. During transition to W2K print server, only a few users had a problem requiring reinstallation of printer drivers. If there is a significant problem affecting many users, or we anticipate one, we will take appropriate action (e.g., sending an e-mail).
For retirees, check on whether it is possible to either forward their e-mail to a different address for a period of time or provide a return message with a forwarding e-mail address. (Baker)	Completed. It is possible to provide a return message with a forwarding e-mail address upon request to SCSC.
Respond to Shahida Afzal's problem (i.e., WordPerfect's spell check and Thesaurus are not working under W2K). (Baker)	Completed. These capabilities are working.
Provide copies of the final Strategic Plan to all CIAG members. (Griffin)	Completed.
Provide new SCIP User Acceptance Training and pilot dates. (Centeno)	The problem that delayed the original pilot dates has been corrected. Centeno expects to have the revised schedule by the next meeting.

New Action Items from August 29, 2001 CIAG Meeting	Assigned To
Offer a briefing to Rick Borchelt on the SC Intranet Portal Project.	Hughes
Check with Rick Borchelt to see if he would like to participate in the Query and Reporting User Acceptance Testing.	Centeno
Provide input to Rick Borchelt on: <ul style="list-style-type: none"> ?? Who in each organization works on Web pages ?? SC's three best sites and the three that need the most improvement ?? Areas of need for professional development resources ?? What is needed to establish/improve coordination among SC webmasters ?? Story ideas for SC-1 Web site 	CIAG
Investigate the issues related to establishing a career ladder or other rewards for performance of web site duties.	Borchelt/Alleva
Prepare e-mail to all in SC re network problems affecting workstation speed.	Griffin
Schedule discussion of CIO centralization of IT Services for 9/5 CIAG meeting.	Rice

Additional Discussion

SC Web Site Coordination/Issues

Rick Borchelt (SC-5) talked with the CIAG about his role in managing the SC-1 web site and the effort he has made to make the site more accessible to the disabled and more user friendly, especially to the majority of people who access it through 28k modems. He noted that he changes the content weekly and in response to the results of metrics software reports. Borchelt also noted that he is building a photo library of 500 images that will be available by the end of the year. Borchelt noted that he does get e-mails related to program office web pages and he requested that all SC web sites have an e-mail point of contact so that inquiries can be answered quickly and directly. There followed a discussion about Dean Oyler's suggestion that it would be very helpful to have an advisor providing/coordinating information for everyone doing web pages (e.g. Section 508 disability requirements, page improvements, etc.) There was also a discussion of the difficulties of providing web page support on an other duties as assigned basis. See the action items above for the results of these discussions.

Support Center Items

Brent Baker noted that Gateway Ultra-light laptop computers are now available in the loaner pool.

Status on Operating Plan

Griffin noted that a draft Operating Plan based on an \$8 million budget is being prepared and that revisions will be made as necessary. Griffin expects to have a strawman Operating Plan available for review at the middle of September.

SC Intranet Portal Status: Kathi Centeno noted that new dates for User Acceptance training and the pilot period would be available by the next CIAG meeting.

Proposed 9/5/01 Meeting Agenda

- ?? Review of Previous Action Items (Rice)
- ?? Support Center Items (Baker)
- ?? Operating Plan Update (Griffin)
- ?? Update on SCIP (Centeno)
- ?? SC HQ Web Coordination Action Followup Discussion (CIAG)
- ?? CIO Centralization Proposal (Griffin)

Meeting Attendees

Name		Organization	Contact Information
Burris-Co-Chair	Peggy	SC-1 & 5	6-7265
Rice-Exec. Sec	Pat	SC-65	3-4556
Afzal	Shahida	SC-50 (ESMT)	3-4941
Baker	Brent	SC-65	3-2345
Beall	Jeanne	SC-65	3-4587
Borchelt	Rick	SC-5	
Centeno	Kathi	SC-65	3-5472
Clay	Mitzi	SC-65	3-3717
Corcoran	Joanna	SC-72	3-6488
Eckstrand	Steve	SC-50	3-5428
Farrand	Sue	SC-65	3-1884
Griffin	Ted	SC-65	3-4602
Hanlin	Cathy	SC-23	3-1965
Jernigan	Lori	SC-64	3-5212
Kruse	Jason	SC-65	3-6592
Lynott	Michael	SC-65	3-7643
Oyler	Dean	SC-22	3-6394
Talamini	Karen	SC-14	3-4563
Valdez	Bill	SC-5	6-9942
Velthius	Suellen	SC-50	3-2848
Yockman	Richard	SC-65	3-3394